

**Department of General Services  
Strategic Plan  
California Commission on Disability Access 2018**

2018 STRATEGIC PLAN	
Identifying Information	
<b>Division Name</b>	Interagency Support Division
<b>Branch / Office</b>	California Commission on Disability Access
<b>Supporting Branch/Office</b>	OSP/EDMS
Strategic Goal	
<b>Goal #1</b>	Phase 1 of the Electronic Data Collection Project: Implement an Electronic Document Management Services (EDMS) solution for all past and future documents.
<b>Explanation of Goal</b>	AB 54 (Olsen), chaptered in September 2016, addresses CCDA continuous concerns about the efficacy of data collection operations and the current diagnostics process of the data. The first steps towards addressing this effort are the creation of the EDMS, which will serve as the back-end overlay process in the elimination of the inconsistent manual paper submittals.
<b>Definition of Success</b>	The creation of a scanning and indexing case & pre-litigation documents into an online repository
<b>Measurement</b>	The successful scanning of case and pre-litigation documents from 2012-2016

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<b>Branch / Office</b>	California Commission on Disability Access
<b>Supporting Branch/Office</b>	ETS
Strategic Goal	
<b>Goal #2</b>	Phase 2 of the Electronic Data Collection Project: Create a database for data collection.
<b>Explanation of Goal</b>	The solution will provide a web-based electronic form for the public to submit claims directly to CCDA. To capture this data, CCDA requires a secure database to serve as a single source for all case and pre-litigation data.
<b>Definition of Success</b>	A new system that addresses document storage issues, creates one format of case submittals, and produce more accurate robust reporting tool.
<b>Measurement</b>	A database in which a secure and accurate collection of case/pre-litigation records are stored that increases the analytic research capacity of CCDA.

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<b>Supporting Branch/Office</b>	N/A
Strategic Goal	
<b>Goal #3</b>	Conduct Regional Listening Forums in 2018.
<b>Explanation of Goal</b>	Preventing or minimizing problems of compliance through ongoing education and outreach to the small business community, as directed in Government Code 8299.05 (b.1).
<b>Definition of Success</b>	The completion of Listening Forums in which they are historically archived on CCDA website
<b>Measurement</b>	The execution of Listening Forums in various location within CA in 2018